DOCUMENT RESUME

ED 022 105 AC 002 532

By-Westervelt, Esther M.

INTERIM REPORT OF NEW YORK STATE GUIDANCE CENTER FOR WOMEN FOR PERIOD NOVEMBER 1, 1967 TO MARCH 31, 1968.

New York State Guidance Center for Women, Suffern.

Pub Date 68

Note-29p.

EDRS Price MF-$0.25 HC-$1.24

Descriptors-*COUNSELING SERVICES, *DISADVANTAGED GROUPS, *FEMALES, FIELD EXPERIENCE PROGRAMS, FOLLOWUP STUDIES, *INFORMATION SERVICES, LIBRARY SERVICES, PARTICIPANT CHARACTERISTICS, PROGRAM COSTS, *PROGRAM EVALUATION, RADIO, RESEARCH, STAFF ROLE, STATE PROGRAMS, WORKSHOPS

Identifiers-New York State

The New York State Guidance Center for Women in Suffern, New York provides individual counseling and vocational and educational information. During the months covered by this report, the Center cosponsored a conference on continuing education for women in the two-year colleges of the State University, began a second series of career information radio programs, and planned a seven-session Career Opportunities Workshop. Twenty-eight percent of the clients receiving counseling and testing during this period were from disadvantaged groups, compared with five percent previously. A pilot evaluation of the individual counseling done at the Center was undertaken to help the staff prepare for larger scale evaluation to be carried on in July 1968. Projected research includes comparisons of the usefulness of the Strong Vocational Interest Blanks for women and men, and studies of personal and demographic characteristics which may distinguish clients who use counseling and testing effectively from those who do not, and of selected psychological and social processes related to the difficulties women experience in enlarging their activities beyond the home. The Center has applied to the American Board of Counseling Services for accreditation. (a)

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
OFFICE OF EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL OFFICE OF EDUCATION POSITION OR POLICY.

INTERIM REPORT

OF

NEW YORK STATE GUIDANCE CENTER FOR WOMEN
12 Campbell Avenue
Suffern, New York 10901

For Period

November 1, 1967 to March 31, 1968

ED022105

FOREWORD

The report which follows is an interim report covering the activities of the New York State Guidance Center for Women for the period from November 1, 1967 through March 31, 1968. It briefly sketches the major aspects of these activities and makes no attempt to provide the detailed information which will be provided in the Annual Report for 1967-68. Only those matters which represent clearly marked new trends or new developments in the Center's activities are covered in any detail in the pages which follow. All activities discussed in the Annual Report for 1966-67, which was distributed in February, are continuing and their progress during 1967-68 will be covered in the Annual Report for that year.

Esther M. Westervelt
Director

CONTENTS

		Page
SUMMARY		1
SUPPLEMENTARY REPORT		
Section I	- Population Served -- Characteristics and Trends	5
Section II	- Special Services	8
Section III	- Evaluation and Research	
A. -	Pilot Evaluation of Individual Counseling	13
	TABLES	
	I - Responses to Question 1-4	16
	II - Responses to Question 5	18
	III - Responses to Question 6	20
	IV - Responses to Question 6 (regarding other guidance services)	21
B. - -	Evaluation of Counseling Procedures	22
C. - -	Projected Evaluation	24
D. - -	Projected Research	25
Section IV	- Costs and Services	26

SUMMARY

Totals of Individuals Receiving Service

During the months from November 1, 1968 through March 31, 1968, 185 new clients were individually counselled and tested by the Center's staff, bringing to 668 the total number of clients seen for individual counseling and testing between the Center's opening on November 7, 1966 and March 31, 1968. An additional approximately 300 individuals received information through the Center's library and allied informational services (either through personal visits, telephone or letter) during the reporting period, bringing to a total of approximately 1,100 those who have used its informational services since the Center opened. (For further details see Section I, Population served -- Characteristics and Trends).

Special Services

During the five months covered by this report a major thrust of the Center's activities was the attempt to increase neighborhood services to disadvantaged individuals, with the result that during the reporting period, 28% of the clients receiving individual counseling and testing through the Center were from the poverty groups, as compared with less than 5% in the period from November 7, 1966 to October 31, 1967.

These activities are reported in detail in Section II of this report (Special Services). Major responsibility for this was carried by Mr. Roland Moses, Associate Director of the Center.

Conference on Continuing Education for Women at State University Two-Year Colleges

Together with the Office for Two-Year Colleges of State University of New York and the Woman's Program of the New York State Department of Commerce, the New York State Guidance Center for Women sponsored a Conference on Continuing Education for Women in the Two-year Colleges of State University. The conference was held at Rockland Community College on March 8th and 9th. Forty-seven representatives from 35 colleges attended the conference. The conference program included reports on the activities of the Urban Centers of State University, reports from participants in several of the State's two-year colleges' programs of continuing education for women on their experiences and benefits from these programs, a panel on methods of attracting community attention to and involvement in programs of this kind, and a panel on methods of funding. Dr. Sebastian V. Martorana, University Dean for Two-Year Colleges of the State University, was the keynote speaker; Dr. Jane Berry, Director of Continuing Education for Women at the University of Missouri at Kansas City, was the banquet speaker on the topic of the many varieties of content possible for women's continuing education programs; and Dr. Seymour Eskow, President of Rockland Community College, was master of ceremonies for the conference. A full report on the conference is now being completed and will be distributed by State University. All individuals on the Center's mailing list will receive copies.

Field Work Training for Graduate Students in Guidance and Counseling

Beginning in February, 1968, to continue through May, the Center staff was augmented by three students from the M.A. program in vocational counseling at Teacher's College, Columbia University. These three women have completed their course work in vocational counseling at Teacher's College, Columbia, and are receiving their field experience at the Center under the close supervision of the staff. An evaluation of this activity will be included in the annual report for 1967-68.

Radio Career Information

The Center began its second series of career information radio programs on February 27, 1968. Topics covered by this series, which will conclude in May, include: The Fields of Guidance and Counseling; Work with Pre-School Children; Exploring the World of Work -- Part-time and Temporary Jobs as Stepping Stones to Better Jobs; Occupational and Physical Therapy; Special Education for Retarded, Emotionally Disturbed, and Physically Handicapped Children; Careers in the Field of Health; Creative Volunteer Work as a Rewarding Career - Or a Preparation for the Work World; Jobs Which "Help People"; Retailing: Free-Lance Work -- Making Use of Your Talents on Your Own Time.

Career Opportunities Workshop

During March a Career Opportunities Workshop was planned; there will be seven sessions beginning on April 24th and ending June 5th, and two additional evening sessions to which husbands will be invited. Planning was done in cooperation with a group of the Center's clients and the final program reflects their preferences. Topics to be covered by the seven sessions are: Publishing, Editing, Technical Writing and Allied Fields; Research--Entry Level Research Jobs in Market Research, Interviewing Statistical Reporting, etc.; Administration: Educational and Public; Free-lancing and Small Business; Public Accounting and Banking; Public Relations - The Rewards and Punishments of Glamor Jobs; Interior Design, Draftsmanship and the Decorative Arts. Knowledgeable individuals from each of the career fields lead the various Workshop sessions.

Evaluation and Research

During the months of December, 1967 and January and early February of 1968, an initial pilot evaluation of the individual counseling done at the Center was undertaken, using interviewers not associated with the Center's staff who were specially employed for this purpose. They presented themselves to the subjects as evaluators for State University. Subjects were clients who had been seen for at least two counseling sessions at some time between November 7, 1966 and October 31, 1967. The evaluation returned a marked preponderance of favorable responses but since the number of clients included in this evaluation was necessarily small, the more important purpose served by this evaluation was to help the Center staff determine a more refined approach to the larger scale evaluation of individual counseling and related services which will be carried on in June, 1968.

Results of the evaluation are reported in more detail in Section III A. (Evaluation and Research--Pilot Evaluation of Individual Counseling).

In addition, the evaluation confirmed information contained in case records which suggested an important piece of relevant research to be carried on, if possible, by the Center's staff in summer and fall of 1968, and which is discussed in Section III D (Evaluation and Research -- Projected Research).

A sufficient number of clients have now taken both the Strong Vocational Interest Blank for Women and the Strong Vocational Interest Blank for Men for an analysis of the comparative usefulness of these two instruments to be initiated. Further discussion of this will be found in Section III D (Evaluation and Research--Projected Research).

The Center also evaluated two aspects of its own activities during this period. One was the desirability of routine follow-up of clients who drop out of counseling. Returns indicated that routine follow-up serves no useful purpose. This is reported in more detail in Section III B (Evaluation and Research -- Evaluation of Counseling Procedures). Another aspect of counseling procedure now in process of evaluation is that of orientation to counseling. This evaluation is not yet complete. The plan is also discussed in more detail in Section III B.

Accreditation

The Center has applied to the American Board of Counseling Services for accreditation as a counseling and guidance service, has submitted the necessary supporting documents, and an accreditation visit is scheduled for late in May.

Esther M. Westervelt
Director

SUPPLEMENTARY REPORT

SECTION I

POPULATION SERVED -- CHARACTERISTICS AND TRENDS

The New York State Guidance Center for Women serves its clientele in two complementary but somewhat different fashions. It provides individual and small group counseling, and testing, to individuals who apply for or are referred to this type of service. Second, it provides educational and occupational information to individuals requesting it in person or by mail or telephone, through its library and through career opportunity workshops, career information radio programs, and periodic meetings devoted to requirements and opportunities in specific occupational fields.

It is very easy to compile information on the characteristics of those receiving the first kind of service since they are personally known to their counselors. With the exception of those who enroll for a workshop series, it is difficult to obtain accurate information on the characteristics of those receiving the second type of service. Both the library Supervisor and the Records Secretary keep a record of all requests for information, whether in person or by telephone and (when this information is volunteered) of the stimulus for the request (e.g., one of our radio programs, a newspaper release, or other sources of referral) but the number of requests does not necessarily reflect the number of individuals actually seeking information, since the same individual may make a request more than once and this will not necessarily be known to the individual responding to it. Therefore, reports on service through counseling and testing reflect actual numbers of individuals served, while reports on informational services rendered reflect (except for those enrolled in workshops or attending special meetings) the number of requests for such service.

From November 1, 1967 through March 31, 1968 the Center served 185 new clients through counseling and testing. The most salient fact about this total is that it is very near the total for the same months for 1966-67, despite the fact that during the first months of that period the Center was new, receiving a great deal of publicity, and attracting a number of curiosity seekers. From November 1, 1966 to March 31, 1967 the Center served 209 new clients (plus an additional 71 who had applied for service during October 1966 when the Center was not yet open). In other words, although the Center is no longer a novelty, it continues to attract a steady stream of new clients. Beginning in March 1968 (and continuing in April when this report is being written), the number of new applicants for service exceeds that of the comparable months in 1967: For March, 1967 new applicants totaled 29 while in March, 1968 there were 45 new applicants; comparable figures for April are 33 for 1967 and 48 for 1968. As of March 31, 1968, the Center had served through counseling and testing alone a total of 668 clients since its opening in November, 1966.

During these first five months of the 1967-68 year there were no marked changes in the characteristics of the clients seeking service, except that a larger proportion of the total (51) came from disadvantaged, poverty groups in the population. That is to say, during the first five months of the 1967-68 year 28% of the Center's clients could be classified as "disadvantaged," while during the whole of the 1966-67 year, less than 5% could be so classified. This marked change in the Center's apparent ability to reach the less advantaged sector of the population undoubtedly reflects the activities of the Associate Director who has taken a major responsibility, beginning in the fall of 1967, to extend the Center's "Outreach" Program. These activities are reported by him in detail in Section II -- Special Services. The balance of the Center's counseling and testing clients for this five month period resembled those for the first year of operation -- that is to say, they tended to be between 34 and 42 years of age, to have a high school education but not a college degree, and to have school age or younger children still at home; only a minority of these clients were younger than 34 or older than 42, had a B.A. or advanced degree and no children living at home. Except for that proportion of clients who were from the disadvantaged population, husbands of clients tended to hold fairly responsible positions in the managerial or professional and technical labor force classifications.

Since during the months immediately following its opening in November, 1966 the Center had not yet had an opportunity to develop adequate information services, it is not surprising that requests for information during the first five months of the 1967-68 year greatly exceeded similar requests for the same period in 1966-67. Such requests exceeded 300 between November 1, 1967 and March 31, 1968 bringing the total of such requests since the Center opened in 1966 to a number in excess of 1,100.

It is very possible that these requests represent in part types of individuals who are in a marked minority among those seen for counseling and testing -- that is to say, well qualified individuals, who have clearly formulated educational or occupational goals, and who need only information upon which to act. This is not to suggest that all requests for information come from such individuals, but there are clear indications through telephone and personal contacts that some of them do -- perhaps as many as 1/3 of the total. Attempts to extend and improve the Center's informational services continue -- the development of the Dial-A-Career Service was discussed in the 1966-67 Annual Report; this service is still not in operating order due to difficulty in obtaining a necessary part which connects the operation of the tape recorder to the switchboard. Tapes for this service have, however, been accumulated and when the part is available the service can be promptly put into operation. Miss Helen Waldron, who has been Library Clerk, has become Library Supervisor due to the resignation of Mrs. Margaret Gafill, who is moving to California. Miss Waldron is currently engaged in revising the library's educational and occupational files and bringing occupational information obtained through interviews with local personnel offices up-to-date in the course of this process. Educational information is routinely kept up-to-date through regular requests for new catalogues, bulletins, etc., when these are not forthcoming without such request.

Indications from the five months covered by the report are that the population by the Center is becoming more broadly representative of the Rockland County population as a whole, but that the central core of those coming for counseling and testing strongly resemble those receiving this service during the earlier months of the Center's operation.

SECTION II --- SPECIAL SERVICES

The report which follows was prepared by Roland Moses, Associate Director of the Center, who has taken major responsibility for expanding this Center's special services during the months covered by this report.

SUMMARY OF ACTIVITIES

In the fall of 1967, an attempt was made to extend the already existing "Outreach" program of the Center. This included working with community agencies and groups to provide vocational and educational counseling to a variety of disadvantaged individuals who would not ordinarily make use of our services. The following figures represent a quantitative measure of the activities in this area over the period of November 1, 1967 through March 31, 1968:

Number of meetings attended by the Associate Director: 40

Meetings with the following agencies, groups and individuals were for the purpose of coordinating our services with the existing ones:

1. Ramapo I School District (Administration & Staff)
2. Title III Project - Federal Funds
3. Rockland County Human Rights Commission
4. Ramapo Township Human Rights Commission
5. Nyack School District (Administration)
6. Rockland County Social Service (Administration & Staff)
7. Rockland County Mental Health Association -- Elmwood Club
8. Rockland County YMCA
9. New York State Employment Services
10. Council on Race and Religion
11. U. S. Congressman John Dow's Office
12. Nyack Community Guidance Service
13. Rockland State Hospital Social Service
14. Rockland Community College (Administration & Staff)
15. Rockland Community Action Council
16. Rockland County Cooperative Extension Association
17. Grace Episcopal Church, Nyack
18. Inter-Community Relations Council, Spring Valley
19. Community Civic Center, Haverstraw
20. Catholic Charities of Rockland County
21. Veterans Service Agency, Rockland County
22. Division of Veteran's Affairs for New York State

Services extended to various communities as a result of "Outreach" activities:

1. Individual counseling and guidance is currently available at the North Main Street School, Spring Valley, New York. This school houses a newly established community center and has worked closely with local agencies to provide a multi-purpose service center to the surrounding low income and predominantly negro population. We maintain open hours one night each week from 7 to 10 P. M. at this center. Number of clients seen: 12.

2. Vocational guidance on a group and an individual basis was being offered in Nyack, New York. This service had been in operation since March, 1967 and consisted of weekly meetings with an ongoing group. Due to a dwindling membership, this was discontinued in January, 1968. Number of clients seen on combined group and individual basis during period of this report: 9.

3. Individual counseling and guidance done on a home visit basis to residents of the county unable to utilize the services at our Center or the North Main Street School. Number of clients seen: 6.

4. Individual counseling and guidance to members of the Elmwood Club, a social rehabilitation organization for ex-patients of mental institutions. Visits are made as the need arises. Usually this occurs once each week for approximately 2 or 3 hours. Number of clients seen: 10.

5. In addition to working with clients in their own communities, a number of individuals, even though referred to us through our "Outreach" work, have been able to travel to the Center for services. Number of clients referred by the New York State and Rockland County Veterans' Service Agencies: 8. Number of clients referred by various social action groups and welfare agencies: 6.

Total number of disadvantaged clients seen during period: 51 (28% of 185 clients receiving counseling during reporting period). Seen at locations other than the Center: 37. Seen at the Center: 14.

Future activities currently planned:

1. Reactivation of a guidance group in Nyack. Because of renewed interest on the part of former "Outreach" clients in Nyack and additional new clients, we are offering a 9 week vocationally oriented group experience for approximately 8-12 applicants. This is scheduled to begin April 23, 1968.

2. Vocational guidance group of ex-mental institution patients. In conjunction with Rockland State Hospital Social Service Department and the Elmwood Club (Rockland County Mental Health Association), we are beginning a vocationally oriented group session comprised largely of members of the Elmwood Club. The group co-leaders will be a member of the Center's staff and a member of the Rockland State Hospital Social Service staff. Meetings will be held on a weekly basis in Spring Valley and are to begin April 30, 1968.

IMPRESSIONS AND FUTURE RECOMMENDATIONS

One of the initial contacts made at the beginning of this period covered was with the Ramapo II School District. This seemed to serve as a focal point for a number of agencies in the county to begin coordinating their services.

I believe that at this point the atmosphere was such that the momentum and frustration which was gathering from past attempts at coordination was coming to a head. People seemed to be willing and ready to work together to accomplish something and were impatient to begin. The school district and our agency were simultaneously interested in establishing some sort of community service in the Spring Valley area. Within a very short period of time, other agencies were called in, and this initiated the now existing North Main Street School Community Service Center. Throughout all of the difficulties that have arisen, I have sensed an underlying optimism and eagerness on the part of most of the agencies in the county. I feel that the spirit that prevails now is one of attacking the problems of the under-employed and under-educated and dealing with it in an efficient and unselfish way. By this I mean that many groups, agencies, and individuals are now willing to cooperate with personal credit for whatever is done being the secondary issue.

In my contacts with community groups and agencies, I sensed that they felt our service to be a useful one and to meet the needs of a variety of clients with whom they have come in contact. The prime ingredients in getting such groups to make use of us are personal contact with them and close working relationships in ongoing projects around the county. I cannot overemphasize the need to be visible and to be cooperating with existing ventures in this county. Whenever I have attempted merely to tell an agency on first contact what our services are, it rarely was followed up by any meaningful numbers of referrals. It is only when we establish personal contact with someone in these agencies or services, that we are likely to be utilized above and beyond the usual routine referraks of cases they just do not know what to do with. It seems that we should be involved at the policy-making level in any sort of coordination that goes on in this community. I do not mean that we should be setting policy, but that in the planning of new facilities or services or the coordination of old ones, it is essential that we be included. In most cases, we would be eagerly sought after once our earnestness becomes apparent. A good example of this sort of involvement is the newly-established Community Center at the North Main Street School. Our agency was there only to offer services and to otherwise be a part of the planning board which would advise the school system in setting up such a Center. The personal contacts which come about as a result of this ongoing planning have proven invaluable in terms of referrals and community relations. Agencies which would not have known how to use us have now seen ways in which we can fit in and work with them on the problems that they encounter. Very often the Center can serve on a consultant basis to those agencies which are trying to deal with problems that are peripheral to the main concerns that they have, but which may be central to our services.

The model of a community center is a very useful one in terms of how we should proceed in other areas of the county. In each locality, however, the community center may take a different form and may use as its nucleus a different agency or type of setting. This will, of course, depend on the unique nature of the problem in each community and the particular groups and agencies involved in planning each Center. Our service should remain flexible enough to fit into the changes that are made in any such coordinating venture for each locality. There is also a need to work in existing settings such as the Elmwood Club. In such a setting, clients are served on

a variety of levels. Sorely lacking here, however, are the personnel to actually begin dealing with the vocational and educational problems of this population. By working with these individuals in their own setting, and also by encouraging them to move out and take advantage of other existing community facilities, we can serve another long-standing "disadvantaged" group in our culture. The ground work for a Spring Valley Center has been laid and it remains for us merely to provide the appropriate services that we feel our Center can offer there. Other areas for future consideration are Haverstraw, Nyack, and Sloatsburg. It seems that we can move into any or all of these areas and serve as many clients as our own staffing will permit. Examples of ways that the Center might go about establishing our services in these areas are as follows:

Haverstraw. The Community Civic Center run by the Cooperative Extension Association in conjunction with other local agencies might be a likely spot for us to begin. I have already been involved with the initial planning of expansion of this service and the Cooperative Extension Association would be instrumental in incorporating us into such a service. There are also a number of Puerto Rican leaders in the Haverstraw community as well as school personnel who can be utilized for contacts, and these people are associated with this civic center movement.

In the Nyack areas as yet, no focal point exists for a community civic center. The Superintendent of Schools has established his own community guidance center and we may find that these services, if and when they expand, can also utilize us in some efficient way. If not, it is possible that the local YMCA could become the nucleus of a proposed federally funded community center. The Nyack area is one in which we could and should do more exploring in terms of just what agencies to work with in coordinating services. The school district there has not been as receptive, for example, as Ramapo II, but should nevertheless be worked with and approached in any future plans.

The Sloatsburg area is a relative unknown at this point. I have had only minimal contact with the school district through the director of adult education, and found some reluctance to initiating free adult education services for the disadvantaged. This is only a superficial impression, and I think contacts with the Superintendent of Schools in Ramapo I might be a reasonable place to start.

In addition to the concept of the community center, it seems to me that some provision should always be made for home visits. There is an obvious transportation problem existing in this area and community centers will never serve the needs of a number of individuals who, for one reason or another, are unable to come to them.

The number of clients that we have made contact with over this five month period as a result of the Outreach work has not been a great one. I do not, however, think this is an indication of the true need of the community. By the nature of this under-employed, under-educated group of individuals we are attempting to reach, they are by definition the most unreachable. I think that the number of clients will grow as we become more visible and as the ways in which we are able to help individuals are spread by word of mouth.

It seems fairly clear that other means of communication, i.e., newspapers, handouts, mailings, radio, etc. are generally not effective for this group. Unless information about services is brought to them on a personal level, it has little, if any, meaning.

The types of services offered by our Outreach program might also be expanded. It has become clear that in dealing with the kinds of problems experienced by any handicapped or disadvantaged person, that specific employment opportunities become an essential part of the counseling. The usual resources available to individuals are not very helpful in terms of special or multiple problem cases. It would not be a difficult matter for the Center or the Outreach worker to develop a small core of possible job contacts with local employers. This need not be great, but should just cover a reasonable variety of areas. These would mostly be at the lower level positions. Anyone seeking higher level jobs usually can make use of the normal resources. We might also consider using a variety of other approaches outside of individual and the traditional group counseling approach. It might be appropriate, for instance, to initiate workshops or possibly community forums on vocational issues. Certainly in some of the low income areas this would be a prime focus for the interests and needs of these individuals.

Roland Moses

SECTION III

EVALUATION AND RESEARCH

A. PILOT EVALUATION OF INDIVIDUAL COUNSELING

During the months of December, 1967 and January and February, 1968, the Center carried on a pilot evaluation of its individual counseling services. This evaluation was undertaken in connection with two research projects. One of the latter is concerned with the question of the relation of counselor and client values to outcomes of counseling, and is a project developed and being carried out by the Associate Director, Mr. Roland Moses. Data from this study are now being analyzed and a full report will be forthcoming by autumn of 1968. The other was the collection of further data for the study on the relative usefulness, for women, of the Strong Interest Blank for Women and the Strong Interest Blank for Men.

In order that responses to the various instruments used in research and to the questions asked in the evaluation of counseling would not be biased by favorable attitudes toward individuals on the Center's staff or by a desire not to speak critically of the Center's services to those on its staff, outside interviewers were employed for the study. The interviewers were doctoral candidates in counseling psychology at Teacher's College, Columbia, and had had experience in survey interviewing. They presented themselves as individuals employed by State University for the purpose of evaluating the Center's services, and conducting research connected with its work.

Subjects for the survey were the women who had received at least two counseling interviews between November 7, 1966 and October 31, 1967, who had completed counseling by the latter date, and whose counselors were still on the Center's staff. This netted a total of 129 subjects. Of these, 11 refused to participate in the survey; 3 were eliminated as the counseling experience turned out to be more incomplete than the records had indicated; and 7 promised to return the forms by mail instead of giving them to the interviewer, but failed to do so. Thus, the net total of respondents to the survey was 108.

The profile of demographic characteristics of these 108 subjects is similar to that of all clients served in counseling at the Center during that period and reported on pages 13 and 14 of the 1966-67 Annual Report. In other words, a majority were between 34 and 42 years of age, had less than a college education, but more than a high school education. A majority of those who had less than a college education had husbands who held responsible, professional, technical, or managerial positions, and had themselves, if they had had work experience, been in an occupation at a considerable lower level than that of their husbands.

The evaluation aspect of this survey was, as indicated above, designed as a pilot undertaking. One important goal was to discover desirable refinements in data collection instruments and techniques which could be used in the more extensive evaluation of the Center's counseling and related services which is scheduled for summer of 1968. Only a few questions were asked by the interviewers and the interviewers were encouraged to allow the respondents to answer freely and fully in order that points which seemed important to the client, not touched upon by

the questions, might be revealed.

Also, evaluation was based upon only one criteria for success of counseling -- the achievement of a decision satisfactory to the client. As was anticipated, the survey brought to light the fact that clients have other criteria for the success of counseling; chief among these were its provision of an opportunity "to talk to someone"; support it gave for decisions already made, and its contribution to the overcoming of fear about embarking upon educational or occupational ventures. These benefits from the counseling service are not reflected in the tabulation below except in the responses to question 6. (Table III) Data on these aspects will be collected in a form which will lend itself to tabulation in the summer, 1968 evaluation.

This survey did not concern itself with the nature of the decision made by the client; that is to say, whether the decision was to embark upon some educational program, and if so, whether full time or part time and at what level, or to enter an occupation and, if so, whether full time or part time and at what level. Detailed information of this kind will be collected in the summer, 1968 survey. A number of respondents in this survey did volunteer some information of this kind, although not in great detail. Of those who did volunteer such information, 41 or 38% of the total of 108 respondents reported a decision to embark upon an educational program. Twenty, or 18% reported a vocational decision. Eight individuals reported a decision not to take planned action at present. Of those reporting decisions regarding vocations, 4 indicated that no action had been taken as yet. Of those reporting decisions to enter education, 5 reported that no action had been taken as yet. Two individuals reported decisions which involved embarking upon both educational and occupational activities.

The six questions asked by the interviewers were as follows:

1. Did you reach <u>any</u> decision (even, for example, deciding not to continue your education or go back to work at this time) as a result of counseling? If so, what?

2. If so, are you now fairly well satisfied with this decision?

3. (If answer to 2 is "yes) do you feel that you would have reached as satisfactory a decision without counseling?

4. Do you feel you could have achieved the decision as rapidly without counseling?

5. (If answer to 2 is "no") do you feel that counseling pushed you in the wrong direction, or failed to fully clarify alternatives for you?

6. Would you have preferred some <u>other</u> approach to guidance -- e.g., lectures, films, visits to places of work, counseling with a small group, other? Or would you have liked one or more of these added to your individual counseling?

The first four questions obviously are focused on the matter of achievement in decisions in counseling. The fifth question is also related to this, but attempted to discover to what extent counseling may have made the decision-making process more difficult. The sixth question attempted to discover what other

guidance services the respondent might have considered desirable supplements to or substitutes for counseling.

The responses to questions 1 through 4 (concerned with the achievement of a decision through counseling) are reported in Table I.

A definite majority of the clients reported achieving a decision through counseling -- 68.5%. Of those who reported achieving a decision, 83.7% expressed satisfaction with the decision at the time they were interviewed -- this represented 58.3% of the total of all 108 respondents. Of those who reported achieving a decision through counseling 24.3% believed that they could have done so without counseling; this represents 16.7% of the total of all 108 respondents. Of those who reported achieving a decision through counseling, only 8.3% thought they could have achieved it as rapidly without counseling; this represented 9.2% of the total respondents.

This marked preponderance of favorable responses concerning the relationship between counseling and the achievement of a decision is encouraging but it should, I believe, be appraised in the light of the decisions which were achieved. While definite information on the nature of the decision made was not requested in the survey, information available from our case records clearly indicates that in a majority of cases the decision concerned entering upon a part time educational or occupational activity. That is to say, a majority of the respondents have limited capacity (as measured in terms of available time, extent of other responsibilities, possible education or experiential prerequisites) or, possibly, motivation, for making a primary commitment to educational or vocational activities. Another way of saying this is to say that these women represent a population which, whatever its socio-economic characteristics, which is disadvantaged or handicapped in relation to possible entry into full-scale educational or occupational programs. The most prevalent patterns of educational programs and occupational opportunities do not fit their needs.

Individuals whose capacities and qualifications for commitment to and engagement in education and work are more limited than those which are usually expected or considered desirable encounter greater difficulties than other members of the population in entering these areas of involvement and, therefore, while the content of their decisions may seem relatively insignificant (e.g., selecting a single course as against enrolling in a full time professional program) decisions may actually be much more difficult to achieve since it involves working through what may be termed a "patchwork" plan for long range achievement due to the fact that very few educational institutions or employers have highly developed plans for the advancement of the part time participant. Thus the individual attention provided through counseling is significantly more important for a population like the one represented by these respondents than for a population whose choices are broader.

It is very possible that this accounts for the nature of the response to question 5. As Table II indicates the respondents were extremely reluctant to make any criticism of their counselors. Only one respondent (representing .9% of the total of 108 respondents, and 3% of the 34 who reported failing to reach a decision through counseling) described her counselor as having both pushed her in a wrong direction and having failed to clarify the possible alternatives. Only 4 respondents (representing 3.7% of the total of 108 respondents and 10.8% of the 34 respondents who reported failing to reach a decision through counseling)

TABLE I

RESPONSES TO QUESTIONS

1. Did you reach <u>any</u> decision (even, for example, deciding not to continue your education or go back to work at this time) as a result of counseling? If so, what?
2. If so, are you now fairly well satisfied with this decision?
3. (If answer to 2 is "yes") do you feel that you would have reached as satisfactory a decision without counseling?
4. Do you feel you could have achieved the decision as rapidly without counseling?

by number, Percentage of All Respondents, and Percent of Those Reaching Decision through counseling (answering "yes" to Question 1)

Responses	Number	Percent of all Respondents (N=108)	Percent of those reaching decision (answering"yes" to Question 1 (N=74)
Any decision reached?			
<u>Yes</u> *	74	68.5%	
<u>No</u>	32	29.6%	
Doubtful	2	1.9%	
Satisfied with decision?			
<u>Yes</u> *	63	58.3%	83.7%
<u>No</u>	9	8.3%	12.2%
Doubtful	3	2.9%	4.0%
No answer	33	30.5%	- -
Could have done it without counseling?			
Yes	18	16.7%	24.3%
<u>No</u> *	43	39.8%	58.1%
<u>Doubtful</u> **	13	12.0%	17.5%
No Answer	34	31.5%	- -
As rapidly without counseling?			
Yes	10	9.2%	8.3%
<u>No</u> *	55	50.9%	74.3%
<u>Doubtful</u> **	9	8.3%	12.2%
No answer	34	31.5%	- -

* Responses of <u>Yes</u> to Question 1 and 2, and <u>No</u> to Questions 3 and 4 were counted as a favorable evaluation of counseling - these are underscored.

**On Questions 3 and 4, clients who did not answer and who had reported themselves as having made a decision as a result of counseling were counted as "doubtful".

TABLE II

Responses to Question 5: (If answer to 2 is "no") do you feel that counseling pushed you in the wrong direction, or failed to fully clarify alternatives for you?

by Number, Percentage of all Respondents, Percent of those making no decision (answering "no" or "doubtful" to question 1), and by actual response to question 1.

Responses	Number	Percent of all Respondents (N=108)	Percent of those failing to reach decision in counseling (answering "no" or "doubtful" to Ques. 1 (N=34)	Number and percent giving response who made no decision (answered "no" or "doubtful" to Question 1)
Both pushed and failed to clarify alternatives	1	.9%	3%	1 - 2.9%
Pushed	4	3.7%	10.8%	2 - 5.8%
Failed to Clarify Alternatives	4	3.7%	10.8%	3 - 8.8%
Neither pushed nor failed to clarify alternatives	14	12.9%	44.4%	8 - 23.8%
No answer	85	78.8%		20 -

described their counselors as having pushed them in a wrong direction, and only a similar number and percentage reported that their counselors failed to clarify possible alternatives. Fourteen respondents (representing 12.9% of the total of 108 respondents) volunteered the information that their counselors had neither pushed them nor failed to clarify the alternatives, and of this fourteen, 8 had reported reaching no decision as a result of counseling. Twenty of the total of 34 who reported reaching no decision as the result of counseling did not answer this question, nor did a large majority of all respondents (85, or 78.8% of the total).

One can assume from these responses that the counselors were, for the most part, both careful not to push clients toward decisions and careful to give them an opportunity to explore all possible alternatives. While this is surely, in the main, a safe assumption, it seems also possible that the highly favorable response in part reflects the clients' appreciation of having counseling made available.

This appreciation is further reflected in the responses to question 6 (see Table III), regarding the nature of the clients' preferences for counseling or for other guidance services. As indicated on the table, 98 respondents, or 90.7% of the total of 108, wanted counseling, whether or not they felt other services would also be desirable. Sixty-five, or 60.1% of all respondents, felt that counseling met all their requirements. Thirty-three or 30.5% of all respondents wanted counseling but desired other services in addition to it. Only 10, or 9.2% of the total of all respondents reported themselves as preferring some other service to counseling.

Table IV, also derived from the responses to question 6, sets forth the types of guidance services which respondents indicated they would have desired in addition to or instead of counseling. It is interesting that only 6, or 5.5% of the total, reported themselves as desiring placement; this may suggest that the Center's strong effort to publicize the fact that it is not a placement service has reached its public. Fifteen individuals reported themselves as desiring some form of group guidance (lectures, workshops, etc.); this 15 represented 13.19% of the total respondents. Seven, or 6.5% of all respondents, said they would like some form of small group counseling which would be a personal-problem-oriented group discussion. Four, or 3.7% of all respondents, said that they would have liked tours of places of employment. Eighteen, or 16.8% of all respondents reported themselves as desiring highly detailed information given to them either by the counselor or some other staff member on such matters as the exact and complete details of a wide variety of educational programs, on the many refinements of teacher certification, on details of working conditions in certain settings, etc. In most of these cases, information desired by the respondents was of a type best obtained directly from an authority in a given setting and is the type of information which the Center and other sources attempt to provide through group meetings on educational and career opportunities when selected authorities (as on state certification for teachers) are on hand to engage in discussion and personal interviews with individuals attending the meetings.

Generally speaking, the response to the evaluation was highly favorable and this might be considered to be the more remarkable in that all of the subjects for the survey were served during the Center's first year of service when many aspects of its operation were not fully developed or adequately refined and when the counselors themselves were suffering all of the insecurities which go with being

participants of a new and experimental operation.

Since the counselors of the various respondents were identified by the response sheet code numbers, it has been possible to compare responses to the evaluation by counselor. With one exception, and that was a counselor whose clientele came from a markedly less privileged background than those of the other counselors, proportion of favorable to unfavorable responses was almost identical from counselor to counselor (somewhat better than 2/3 favorable). In the case of the counselor who was an exception, nearly 1/2 of the responses were favorable.

The data which would make it possible to cassify the nature of the responses by demographic characteristics of the clients has not yet been analyzed, but this will be undertaken before the summer, 1968 survey in order to discover what relationship, if any, exists between selected demographic characteristics and the achievement of a decision in counseling, and attitude toward the counseling process.

The chief contribution made by this evaluation to the Center's future work is undoubtedly that to the design of the summer, 1968 survey.

TABLE III

Responses to Question 6: Would you have preferred some other approach to guidance -- e.g., lectures, films, visits to places of work, counseling with a small group, other?
Or would you have liked one or more of these added to your individual counseling?

regarding preferences for counseling or other guidance services, by number and percent of all respondents.

Responses	Number	Percent of All Respondents (N=108)
Wanted counseling, whether or not wanted other services	98	90.7%
Felt counseling met all requirements	65	60.1%
Wanted counseling, but also desired other services	33	30.5%
Preferred some other service to Counseling	10	9.2%

TABLE IV

Responses to Question 6 regarding other guidance services desired by number and percent of all respondents

Guidance services desired in addition to and instead of counseling	Number	Percent of all Respondents (N=108)
Placement	6	5.5%
Group Guidance (Lectures, workshops, etc.)	15	13.9%
Small group counseling or problem-discussion groups	7	6.5%
Tours of Places of Employment	4	3.7%
Highly detailed information from counselor or other staff member on career interests.	18	16.8%
Incidental	1 or 2 each	Workshop for husbands.Written material.Follow-up by counselor.

B. EVALUATION OF COUNSELING PROCEDURES

Follow-up of Clients

In the experience of any counseling service a certain number of clients will withdraw from counseling without having actually completed it; that is, without having reached any plan or decision through counseling and/or without having announced any decision to terminate counseling. A usual pattern for clients who withdraw in this way is for them to cancel one or more interviews while announcing the intention of making a future appointment, or to make no appointment for the immediate future but to announce their intention of calling in the relatively near future for another appointment. A usual reason given is the pressure of other responsibilities. In a Center such as this one, where no fee is charged, there is no possible question of impropriety in calling such a client for the purposes of follow-up, to see if further service is, in fact, needed; it is at least reasonable to assume that such follow-up may be appreciated by the client. In the responses to question 6 of the Evaluation Survey, 2 clients did, in fact, express a desire for follow-up which they had not received.

In the early months of the Center's operation, a decision was made, on purely a priori grounds, that clients who withdrew in this fashion would be routinely followed-up by their counselors, either by a telephone call or through a letter and that if such clients did not respond to the first follow-up by coming to the Center but expressed a desire for further follow-up, such would be undertaken. This practice began to take a large share of the counselor's time -- a matter which was a serious consideration for the Center both in terms of services and finances, since counselors are part-time and paid on an hourly basis, and have only a given number of days a week to provide service at the Center.

In late August of 1967, the decision was made to examine the effectiveness of this practice. Under the direction of Roland Moses, the Associate Director, beginning as of September 1, 1967, the counselors randomly assigned all cases which were classified as inactive and which had been inactive for at least two months, to one of four categories, as follows:

(a) No follow-up contact will be made with this client.

(b) A telephone follow-up contact will be made with this client.

(c) A mail follow-up contact will be made with this client.

(d) The counselor will decide whether or not to make a follow-up, and through what means.

Whichever of the four treatments was assigned, all cases were classified as closed three months after becoming inactive if they did not request further counseling.

The study was terminated as of March 31, 1968. The following table indicates the conditions, the number of clients in each condition (this number is the total clients for that condition across the four counselors included in the study), and the number of cases who responded to the contact by resuming counseling:

Conditions	No. of Clients Per Condition		No. of Clients Resuming Counseling
A	36		0
B	33		2
C	33		1
D	30		3
Total Inactive Clients	132	Total Resuming Counseling	6

From visual inspection of the data, there appears to be no significant difference across types of contacts made in the study; that is, it appears that whether a client was not contacted, contacted by mail, contacted by phone, or the type of contact left up to the counselor's clinical discretion, the net results in terms of a client decision to resume counseling were approximately the same. The number is too small for adequate analysis, but both a subjective preference on the part of the counselors for condition D, the counselor's clinical decision regarding follow-up, and, in addition, the fact that the number who resumed counseling under this condition is greater than under the other conditions, suggest that this condition was the most effective. Also noteworthy is that under the condition of no contact, no client resumed counseling. Most noteworthy is the fact that only six of the total of 132 clients actually resumed counseling, whatever the treatment, and that these six, for the most part, returned for only one or two sessions.

On the basis of the evaluation of the follow-up procedure, it has been decided that in the future there will be no follow-up of inactive clients unless in the counselor's judgment such follow-up is indicated.

Orientation to Counseling

Another aspect of counseling procedure, which is currently under study, is that of orientation to counseling. It has been the usual practice at the Center for clients who apply for counseling, either in person, or by telephone, or by mail, to be given an appointment with a counselor and thus begin counseling without any particular orientation to the counseling process and its goals. During the month of March and April, 1968, one of the counselors, Mrs. Carol Feit, has been conducting a study of the usefulness of group orientation to the counseling process. New applicants for counseling have been randomly assigned either to group meetings for orientation to counseling or to a counselor for immediate counseling. In June, when sufficient time has passed for all individuals included in the study to have achieved some purpose in counseling, these individuals will be contacted to discover if there are any differences between the control and the experimental group in terms of the time necessary to achieve a purpose in counseling and in terms of their perceptions and the counselors', of their ease of adjustment to the counseling process, and in terms of the actual outcomes of counseling. The results of this evaluation will be included in the annual report for 1967-68.

C. PROJECTED EVALUATION

As has been mentioned before, a detailed evaluation of the effectiveness of the individual counseling and testing services of the Center will be conducted during the summer of 1968, and will be designed to include data on the various uses to which counseling has been put, as well as data on the decisions reached and the nature of these decisions, and data on the relation of various demographic and personal characteristics of clients to perceptions and outcomes of counseling.

A design for an evaluation of the effectiveness of the public information services provided by the Center -- its library, the radio programs, periodic group meetings on career opportunities, and occasional news releases, is now in the early planning stages. How feasible and how accurate such an evaluation can be remains to be seen. It seems necessary, however, to make the effort.

In addition, each of the Center's two workshops -- the one given last autumn and the one being given this spring are evaluated immediately upon their termination. Individuals in each of these workshops will be followed up within the coming year to discover whether or not the workshop itself made some significant and lasting difference in their planning or decision-making. It seems essential since reports of plans made immediately upon the termination of such experiences as these workshops may turn out, if checked after a period of time, not to have been carried out not to have been persisted in.

D. PROJECTED RESEARCH

Data for two pieces of research have already been collected -- the research being conducted by Mr. Moses on one aspect of the relationship between counselor and client values and outcomes of counseling, and the research on the relative effectiveness, for women, of the Strong Interest Blank for Women and the Strong Interest Blank for Men. In this latter study, the accuracy of these two instruments will be tested by the actual interests expressed by clients as reported in their case records. Full report on these two studies will be available by autumn, 1968.

Two other pieces of research are projected and will be undertaken if funds and staff adequate to the undertakings are available. The first concerns personal and demographic characteristics which may distinguish clients who use counseling and testing effectively from those who do not. The data for this will be collected as part of the summer, 1968 evaluation survey.

The second study will deal with selected psychological and social processes which may help to account for the difficulties which many women experience in attempting to enlarge their sphere of activities beyond their marital and maternal responsibilities, even in the cases of those women who seem highly motivated so to do. The conceptual framework for the study is derived from anthropological theories of identity processes in society and culture. If mature women in our society (and this may be equally true of certain minority groups in our society who have difficulty entering its "main stream) value aspects of their identity which cannot find complete fulfillment or maybe even entirely denied fulfillment in certain educational and occupational activities, it seems reasonable to assume that they will find difficulty in entering upon these activities and, even when other aspects of their identity motivate them to do so, may actively or passively resist so doing; this will remain the case regardless of the need which society may have for the capacities and skills which they might contribute to it. Since it has been noted by more than one economist and labor force analyst that a critical economic weakness in our society today, and one which contributes to inflation and related economic ills, is the serious lack of labor force skills as contrasted with potential recruits to the labor force, it seems worthwhile to attempt to discover whether recruitment of the necessary skills is hindered by current psychological and social climates and expectations in educational and occupational settings.

SECTION IV

COSTS & SERVICES

During the first four months of the 1967-68 year, from November 1, 1967 to February 29, 1968, cost of operation of the Center ran above normal. Expenditures for that period, which was only 1/3 of the total year, were almost 40% of the total budget for the year. These higher expenditures reflected three aspects of the Center's activities: (1) the heavier counseling load of the winter months, when more individuals are seeking counseling and the part-time counselors are, therefore, more heavily employed than the summer months; (2) the Center's participation as a co-sponsor with State University and the Woman's Program of New York State Department of Commerce in the Conference on Continuing Education for Women in the Two Year Colleges of State University; needless to say, there were extra expenses connected with this undertaking and (3) employment of interviewers for the research and evaluation undertaking during the months of December, January and February. It is anticipated that costs for May and June will be considerably lighter but costs will increase during the summer months when the projected evaluation is under way.

The Center's staff does not anticipate difficulty staying within its 1967-68 budget, although it recognizes that this can be achieved only by limiting all optional expenditures.

ERIC Clearinghouse
JUN 26 1968
on Adult Education